# UNITED STATES MARINE CORPS
## MARINE CORPS BASE HAWAII
### BOX 63002
### MCBH KANEOHE BAY, HI 96863-3002

IN REPLY REFER TO:
BaseO 5230.2
G-6
10 Apr 03

BASE ORDER 5230.2

From: Commanding General
To:   Distribution List

Subj: POLICY FOR MARINE CORPS BASE HAWAII INFORMATION SYSTEMS
      COORDINATOR (ISC)

Ref:  (a) USC Title 18 sec 1030 Fraud and related activity in
          connection with computers
      (b) Public Law 100-235 Computer Security Act of 1987
      (c) OMB Circular No. A-130 Management of Federal
          Information Resources
      (d) DoD Directive 5200.28 Security Requirements for
          Automated Information Systems (AISs)
      (e) MCO 5271.4A Electronic Mail (E-Mail) Policy an
          Guidance
      (f) MCO P5510.14 Marine Corps Automated Data Processing
          (ADP) Security Manual
      (g) IRM 5239.10 Small Computer Systems

Encl: (1) ISC Advisory 01-02
      (2) Example ISC Appointment Letter

1.  Purpose.  This order establishes policy and responsibility
for the Information Systems Coordinators (ISCs) aboard Marine
Corps Base Hawaii (MCBH) and provides guidance to ISCs for the
acquisition, operation, and management of Information Technology
(IT) equipment in accordance with the references.

2.  Background.  The ISC program offers great potential to
improve the effectiveness of the MCBH mission.  This order
implements higher headquarters' policy and provides supplemental
tasking to ensure that first echelon support is provided by the
ISCs aboard MCBH. Guidance on the proper management of IT
equipment, security, and privacy issues can effectively enhance
the information systems aboard MCBH.

3.  Policy.  The MCBH ISC program is defined by this Order and
under the guidelines of the references, enclosures, and local
procedures established pursuant to this Order.

4. <u>Applicability</u>. This order is applicable to all commands, activities, tenants, and staff agencies that the Assistant Chief of Staff, G-6 supports throughout MCBH.

5. <u>Responsibilities</u>

    a. MCBH organizations (commands, activities, tenants, and staff agencies) are required to perform the following:

        (1) Appoint an organization ISC using the enclosed letter format to act as the single point of contact for the organization's IT needs.

        (2) Provide ISC any information that falls under the organization's IT cognizance.

        (3) Provide necessary additions, changes, or deletions to update previous appointment content. Ensure ISC appointment stays current and that the G-6 service desk is informed of any change in ISC appointment.

        (4) Ensure all department personnel IT requirements are routed via the ISC to the G6 service desk.

    b. <u>Assistant Chief of Staff, G-6</u>

        (1) Responsible for the administration and oversight of the ISC program.

        (2) Provide procedures, policy, and guidance to all ISCs.

        (3) Maintain a feedback system to facilitate continuous improvement of ISC services.

        (4) Develop solutions that best satisfy the overall ISC needs of MCBH users while providing information assurance.

        (5) Employ security measures consistent with the level of information needed for each MCBH end-user.

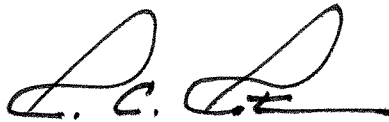    c. <u>Information System Management Officer (ISMO)</u>

        (1) Ensure all ISCs and users receive security awareness training and appropriate access.

(2) Provide a list of new ISCs to the G-6 Service Desk and ISMO (ISMO) for any training or support.

d.    Organization Information Systems Coordinator

(1) Adhere to the guidelines referred to in this Order and the ISC Guidebook.

(2) Serve as liaison for all IT issues between your department and the G-6.

R. C. ROTEN
Deputy Commander

DISTRIBUTION:    A

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# INFORMATION SYSTEMS COORDINATOR (ISC)
# RESPONSIBILITIES GUIDE

## 1.0  INTRODUCTION

The use of Automated Information Systems (AIS) and equipment has taken a dramatic upswing throughout the Marine Corps.  Efficient and effective use of Information Technology (IT), which is a strategic asset, and the associated IT management is seen as one of the tools for achieving significant improvements in the business processes that permit Marine Corp Base Hawaii (MCBH) to fulfill its mission.

| | |
|---|---|
| **Information Systems Management Office (ISMO)** | Provide support for the AIS technology that is used to support MCBH. |
| **Maximum use of IT** | To further the goals of the organization, a customer perspective, knowledge about the user business processes and close coordination between the user and the supporting organization is vital. |
| **ISC purpose** | ISCs have been established within user organizations at MCBH to serve as that link between the users and ISMO, and to provide "first-line" assistance to users (i.e., troubleshooting, managing computer names and attending meetings to name a few). |
| **ISC History** | The ISC program was originated by HQMC in 1994.  The Marine Corps embraced the program; however, formal documentation was never finalized.  As the ISC program grew, the scope and requirements of the program became the responsibility of each organization. |
| **Business process improvement** | Since information management technology has become a major tool for pursuing business process improvement initiatives within the Headquarters, it is prudent to define the responsibilities of the ISCs so that training can be provided to them, and functionality can be standardized across organizations. |

## 2.0 ISC RESPONSIBILITIES

Each responsibility is described by identifying its major components (functions performed). Descriptions of functions for each responsibility are not all-inclusive; further definition will be needed to completely describe the scope of all responsibilities so that appropriate manning can be allocated.

| **Assist with Development/ Maintenance of AIS** | Major functions performed include: |
|---|---|
| | ▪ Participate with end user functional requirements so that information management technology can assist the business process improvement effort. |
| | ▪ Identify, prioritize and periodically review organization's AIS technology requirements that result from functional requirements, required technology upgrades/replacements, and higher organization strategic plans. |
| | ▪ Participate in User/LAN working group (Departmental and separate Division ISCs only). |
| | ▪ Serve as a conduit for AIS-related planning information (both to and from organization users). |
| **Assist AIS Planning/ Budget** | Responsibilities include participation with the ISMO in the MCBH AIS strategic planning and budget formulation process. |
| **Assist Requisition AIS Hardware/Software** | Major functions performed include: |
| | ▪ Provide assistance to organization users in developing AIS procurement request documentation and justification. |
| | ▪ Screen, prioritize and coordinate organization AIS procurement requests with Responsible Officer (RO) and ISMO. |

**ENCLOSURE (1)**

| | |
|---|---|
| **Assist Unit LAN Administration** | Major functions performed include: |

- Assist ISMO in maintaining, configuring and documenting user LAN profiles, access rights and equipment configurations by information sent to ISMO Service Desk (issuance and recovery of mailboxes and ACID) for personnel who check in and out

- Develop and maintain organization AIS list for contingency plans.

- Coordinate requests for services that fall outside the scope of the ISC group privileges (e.g. dial-in access, etc.)

- Coordinate with ISMO in preparing documentation for turn-in of organizational AIS equipment.

- Assist organization with installation of approved user equipment and software.

- Assist the Responsible Officer (RO) in controlling organization's AIS inventory (provide technical advice and assistance).

| | |
|---|---|
| **Assist with AIS Security** | Major functions performed include: |

- Coordinate with all Terminal Area Security Officers (TASO) to ensure Accessor Identification (ACID) accounts are issued to appropriate organization personnel.

- Assist in periodic AIS security evaluations of organizational assets.

- Coordinate identified AIS security problems with ISMO.

- Verify that organization's personnel have attended AIS security awareness training.

**ENCLOSURE (1)**

| **Assist with user problem resolutions** | Major functions performed include: |
|---|---|
| | ▪ Conduct initial screening and problem resolution (within capability) of hardware and software problems that are reported by organization's personnel. |
| | ▪ Report unresolved problems to ISMO and coordinate the resolution. |
| | ▪ Track equipment repair status for all maintenance calls that have been issued, or on equipment that has been turned in to ISMO for repair. |
| **Coordinate user AIS required training** | Major functions performed include: |
| | ▪ Identify reported problems that are related to user's lack of knowledge. Provide remedial "on-the-spot" training as required (within capability). |
| | ▪ Identify trends/problems in software usability. Identify required training, and coordinate those requirements with ISMO. |
| | ▪ Provide supplemental, unplanned training to organization's users on MCBH standard software packages. |
| | ▪ Analyze customer's functional requirements and skill level. Identify and coordinate required training, and submit training requirements to ISMO. |

**UNITED STATES MARINE CORPS**
MARINE CORPS BASE HAWAII
BOX 63002
MCBH KANEOHE BAY, HI 96863-3002

IN REPLY REFER TO:
5230.2
(Date)

From: (Department Head)
To:   (Name)

Subj: DESIGNATION OF INFORMATION SYSTEMS COORDINATOR (ISC)

Ref:  (a) BaseO 5230.2
      (b) ISC Guidebook

1.  Per ref (a),_____ is designated as
ISC for the_____Department, Marine Corps
Base Hawaii, Kaneohe Bay. You are to thoroughly familiarize
yourself with the reference and enclosure. This designation will
remain in effect until you are formally relieved by designation
of another ISC.

2.  As ISC, you are required to read and understand reference
(b), which includes MarAdmin 162, the proper use of Government
IT equipment.

                              (DEPARTMENT HEAD)
                              (DATE)

_____

First Endorsement

From: (Name)
To: (Department Head)

1.  I have read and understand the references and have assumed
all duties.

                    (NAME)

Copy to:
Files
(Appointee)